



91-22-02 - Sirius Radio Inoperative

Release date: 1/17/2023

## Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Arteon, Atlas, Atlas Cross Sport, Golf R, GTI, Tiguan	2022-2023	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2068007/2	1/17/2023	91-22-02	Updated to include model year 2023 applicability.
2068007/1	9/20/2022	91-22-02	Original publication.

**Note:**

This Technical Bulletin must be read in its entirety before attempting the software installation.

**If software updates or flash campaign/actions are performed on a vehicle, a charger with at least 70A charging current MUST be used in order to avoid problems during software updates and flash campaign/actions.**

The customer complaint is that Sirius/XM radio is inoperative and/or will not load.

## Technical Background

This customer complaint is caused by a missing script file in the MIB3 Information Electronics Module. The following procedure installs the missing script via USB.



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## Production Solution

Not applicable.

## Service

### Create the USB Driver with SD/USB Creator:

Refer to Technical Bulletin 2054866 (00-19-04) Set up SD/USB Creator to Obtain Software Updates.

Use SD/USB part number **3G0.919.360.RP**

### Install Script File

1. Connect Midtronics MTRMSP0702 Battery maintainer/charger to the vehicle's 12 volt battery.
2. Switch the ignition to the ON position.
3. Switch ON the Infotainment System.
4. Insert the USB drive **3G0.919.360.RP** into port 1 of the USB-C connector in the front center console.

The script will begin to load automatically and will run to completion without any input.

When the execution is complete, the system will indicate that the update has finished and it is now safe to remove the USB. The Infotainment System will reboot once the USB is removed.

5. If once the update is completed, there are erroneous DTCs set in any modules, clear DTCs using Guided Fault Finding (GFF).



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### Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>

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Arteon, Atlas, Atlas Cross Sport, Golf R, GTI, Tiguan	2022-2023	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>	Use applicable Claim Type <sup>1)</sup>				
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>	<b>Damage Location (Depends on Service No.)</b>		
9193	0039	--	--		
<b>Parts Manufacturer</b>	Atlas, Cross Sport, Golf R, GTI, Tiguan			WG8 <sup>2)</sup>	
<b>Labor Operation <sup>3)</sup> : Charge Battery</b>		27068950 = See Elsa for latest time units.			
<b>Labor Operation <sup>3)</sup> : Update infotainment system software via USB drive (section 1)</b>		91932599 = 30 TU			
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b> <i>The time to clear the codes is inclusive of the 30 TU above.</i>	01500000 = 00 TU max.			NO	
<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU			NO	
<b>Technical Diagnosis</b>	01320000 = 00 TU max.			NO	
<b>Claim Comment:</b> Input "As per Technical Bulletin 2068007 in comment section of Warranty Claim.					
<sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.					



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- 2) Code per warranty vendor code policy.
- 3) Labor Time Units (TUs) are subject to change with ELSA updates.
- 4) Documentation required per Warranty Policies and Procedures Manual.

### Required Parts and Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	MTRMSP0702 battery maintainer/Charger
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
USB	3G0.919.360.RP

### Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.